



# Resolving LOSTX items

Steps to locate a LOSTX item in a patron account and resolve the bill.

LOSTX patron bills occur automatically when the item is moved into LOST or DISCARD by the Process Long Overdue report. The purpose of this report is to break the link between the patron and the item so the item can be discarded, deleted, or reordered and replaced. For a more in-depth overview of the Overdue > LOST\_ASSUM > LOST/DISCARD process, please read the [Assumed Lost/Process Long Overdue](#) document.

## Terms to try to keep straight through this tutorial:

**LOSTX** - The bill that is on the user account that says only the amount owed for the lost item. There is no item information except the cost of the item in this bill.

**LOSTITEM** - The information about the lost item that has been copied into a note on the user profile. There is no longer a link between this note and the item itself.

## The Scenario:

You have an item with the current location of LOST but it is in the library.  
You want to find the LOSTX bill to waive it.

1. Open the Modify User wizard (Circulation module > Users group > Modify User).
2. Open the User Search helper at the top of this wizard.
3. Enter the Item ID in the Search for:: field.
4. Change the Index dropdown to LOSTITEM.
5. Click Search.

A screenshot of the "Modify User" wizard. The "User Search" helper is open at the top. It has a "Search for::" field with the item ID "32901000154469" entered. Below it, the "Index" dropdown is set to "LOSTITEM". There are "AND" and "OR" buttons, and a "Type:" dropdown set to "Keyword". A "Search" button is to the right. Below the search fields, there are sections for "User information" and "Identify User" with a "Card #" field.

6. On the user's record, switch to the Extended Info tab.
7. Scroll down to see a list of all the LOSTITEM information that has been decoupled from the actual item record. This is just text information - it is not attached to the LOSTX bill or the actual item.

A screenshot of the user record's "Extended Info" tab. A dropdown menu is open, showing "LOSTITEM". Below it, a list of LOSTITEM entries is displayed. The first entry is "Nowhere girl / A.J. Paquette, PAQ, copy:1, ID:34020000203883, due:20141001". A blue arrow points to the "due" date field in this entry.

There will be one line per item, so there may be multiple lines here.


This is the date the item went to LOSTX billing, not the original due date.

It can be a little confusing here if the patron has multiple items that have been sent to LOSTX because the LOSTITEM information does not include the price of the item for you to match to the LOSTX bill.

To find the item price, you have to copy the item ID and paste it into Item Search and Display (or scan it if you have the book in hand).

8. Open the Pay Bill wizard and bring up the current user that you were just working with in Modify User.
9. Choose the payment type and payment amount for the item that was returned.

Individual Bills and Payments									
Title	Item ID	Reason	Owes	Payment Type	Payment	Change	Billed	Date	Note
		LOSTX	\$29.42	FORGIVEN	29.42		\$29.42	8/31/2017	
		LOSTX	\$10.00	CASH			\$10.00	8/31/2017	

10. Go back to the Modify User tab and delete the LOSTITEM note from that item by clicking in the Note field (which will highlight the entire item note in blue) and then clicking on the red X button. 
11. Don't forget to check in the item if you have not already done so.

### Tips to remember when dealing with LOSTX bills and items:

- The LOSTITEM note that displays in the extended info of the patron record is just a snapshot of information that was created with the Process Long Overdue report broke the connection between the patron and the item.
- The LOSTITEM note will not automatically go away if you resolve the LOSTX bill.
- Since there is no connection between the LOSTX bill and the LOSTITEM note, do not worry about choosing the wrong bill to resolve when the patron has multiple items in LOSTX that are the same price.

Example: The patron brought back a long overdue book that you discovered through Item Search costs \$10.00. You erase the LOSTITEM information in the Modify User wizard and then open the Pay Bill wizard. You find that there are two \$10.00 LOSTX items in their Bills.

You can waive either bill.

Individual Bills and Payments									
Title	Item ID	Reason	Owes	Payment Type	Payment	Change	Billed	Date	Note
		LOSTX	\$50.00	CASH			\$50.00	8/31/2017	
		LOSTX	\$10.00	CASH			\$10.00	8/31/2017	
		LOSTX	\$20.00	CASH			\$20.00	8/31/2017	
		LOSTX	\$10.00	CASH			\$10.00	8/31/2017	
		LOSTX	\$16.00	CASH			\$16.00	8/31/2017	

- You can perform these steps in the opposite order if the patron thinks they returned a LOSTX billed item but did not get the fine removed. Follow the steps in this order:
  - \* Find the Item ID (barcode) in the patron's Display User or Modify User (Extended Info tab).
  - \* Search for that Item ID in Item Search and determine if it is either in the library or checked out to someone else.
  - \* Retrieve the item cost from that same wizard.
  - \* Waive the LOSTX bill in the Pay Bill wizard.
  - \* Remove the LOSTITEM note from the patron record using Modify User > Extended Info tab.
- The MSC Admins can run reports and notices for you using the LOSTITEM notes fields. Just request what you need by [Opening a Help Desk Ticket](#).